

## **Cleaning the Homes of Older Adults ROLE PLAY 2**

***Mary, a direct care worker from a Home Care Agency has been assigned to clean the home of Mrs. Right. She has just arrived at the home.***

**Mary:** Hi, I'm Mary from the Home Care Agency. It's nice to meet you. I'm here today to clean your home.

**Mrs. Right:** Hi, Mary. I'm so tired. I didn't sleep very well last night.

**Mary:** I am sorry to hear that. Why don't we sit down for a few minutes and talk?

**Mrs. Right:** OK. That would be nice.

**Mary:** Why don't you sit in your favorite chair and I'll sit near you.

**Mrs. Right:** I like the reclining chair in the living room. I can put my feet up.

**They settle in the living room. Mary pulls a chair up near Mrs. Right.**

**Mary:** Mrs. Right, I see that you have a crochet basket there in the corner. That color of yarn is beautiful. Have you been crocheting for a long time?

**Mrs. Right:** Oh, yes. My grandmother taught me. We made scarves, mittens and hats for everyone we knew. It relaxes me.

**Mary:** I'd love to talk about crochet more the next time I come. My grandmother taught me how to crochet, too. Today I only have a couple of hours to clean. Do you have anyone else coming in to help with cleaning?

**Mrs. Right:** No, not right now. My daughter was helping, but not anymore. That is why I started getting help from your agency. She insisted that I call.

**Mary:** I have a work plan here. Let's take a couple of minutes and go over it so I know what you want done. If I can't get to everything today, I can try to get it next time.

**Mrs. Right:** I need my screens removed from my windows. Can you do that today?

**Mary:** I'm sorry, Mrs. Right. My job only allows me to dust, vacuum, stuff like that. I know the Commission on Aging has a home chore program. They can do things like that for you. Would you like me to talk to my supervisor? She could help you get more information.

**Mrs. Right:** That would help. I was so worried about it that I couldn't sleep last night.

**Mary:** I wrote myself a note to talk to my supervisor. Now, let's see what we can do today. Do you need your bed linens changed?

**Mrs. Right:** Yes, and the bedroom cleaned. I also have some laundry that needs to be done.

**Mary:** OK

**Mrs. Right:** My daughter just cleaned the bathroom, but my kitchen is dirty. I spilled something on the floor.

**Mary:** I'll strip the bed and start the laundry, then dust and vacuum the bedroom and living room. I'll just tidy up the bathroom and then spend the rest of the time in the kitchen.

**Mrs. Right:** Sounds good to me. I'll just sit here a few minutes. I don't feel too good. My prescriptions cost so much money.

**Mary:** Someone at the Senior Center helps people with those Medicare Prescription Cards. My supervisor can get that information for you as well. Let's go over the cleaning products you like, and then you can relax for a few minutes. When I get ready to dust and vacuum in here, maybe you could enjoy a cup of tea in the kitchen.

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- **What did Mrs. Right need from Mary?**
  - **What did Mary do that helped to meet Mrs. Right's needs?**